

COVID-19 Working Remotely and On Campus: Guide for Managers & Supervisors



University
of Windsor

Office of the Vice-President, Human Resources

March 18, 2020

With the rapidly evolving COVID-19 pandemic and in support of both federal and provincial initiatives to help mitigate the spread of the virus, the University of Windsor transitioned to an essential services model effective today and asked employees who are able to work remotely from home, to do so.

During these unprecedented and challenging times, it is important that managers:

- Be as flexible as possible as employees adapt to changes at work and home.
- Reassure employees that, at this time, faculty and staff will continue to be paid and receive full benefits. Please consult with Human Resources for pay continuance related to student, casual and temporary employees.
- Share information as it becomes available and encourage employees to regularly check updates at www.uwindsor.ca/coronavirus.
- Encourage open communication and discussion with you regardless if they are working remotely or on campus
- Contact Human Resources for guidance as needed.

This document outlines guidelines for managers and supervisors to follow to support both employees who are working remotely and those who are required to report to work.

Working Remotely

Managers/supervisors should ensure that employees who can work from home are able to do so and engage employees in identifying special projects that could be performed from home.

Employees working from home are covered by all the terms and conditions of their employment, including those outlined in relevant collective agreements, University policies, and all other legal and regulatory requirements. It is expected that, to the extent possible, anyone working remotely will maintain a normal workload.

The following are some guidelines for managers/supervisors as their team members work remotely:

- Ensure that employees have access to the appropriate technology required to perform work from home (e.g. laptop, desktop, webcam, microphone) and that they are familiar with the information technology tools and guidelines to support working remotely ([Visit the ITS working remotely webpage for more information](#))
- Discuss expectations including work schedules, deliverables and communication approaches. Employees unable to keep their regular work schedule should discuss flexible arrangements with their immediate supervisor.
- Communicate health and safety expectations. Remind employees that they are expected to take every reasonable precaution to ensure their health and safety while working from home.
- Remind employees of their responsibilities with respect to the Freedom of Information and Protection of Privacy Act. Employees should take extra care to protect confidential, private and sensitive information.
- Continue to communicate regularly with employees to assign work, support work functions, share updates and answer any questions that they may have.
- Hold virtual meetings with your team and encourage team members to do the same. Microsoft Teams is a great resource, [go to the ITS Working Remotely webpage](#) for more information.
- Keep a list of the employees in your area who are working remotely and advise them that they must contact you to discuss arrangements should they need to come to campus to print documents, access information, etc.

- Check in with your team about their health and well-being and offer support as needed. These are unprecedented times which can lead to increased stress and anxiety. Remind employees that supports are available through Morneau-Shepell (EFAP provider). Additional resources are also posted on the [HR website](#).
- Remind employees to update their voicemail message and automatic e-mail replies to notify others that they are working remotely. Where possible, arrangements should be made to forward voicemail messages to e-mail. ([Read the ITS knowledge base article](#)).

Sample Automatic Reply:

With the rapidly evolving COVID-19 pandemic and in support of both federal and provincial initiatives to help mitigate the spread of the virus, I am working remotely. The University remains open, but services have been reduced. Thank you for your patience.

Sample Voicemail Message:

You have reached the voicemail of (name, title, department). With the rapidly evolving COVID-19 pandemic and in support of both federal and provincial initiatives to help mitigate the spread of the virus, I am working remotely. Please contact me via e-mail at (email address). Thank you for your patience.

Working on Campus

Managers and supervisors with responsibilities for areas identified as essential services have been asked to identify individuals and positions within those areas who will be required to report to work to maintain essential services. The following are some guidelines when working on campus:

- When creating a schedule, supervisors should think about ways to reduce the number of employees in a workspace at any one time such as staggering work start times and rotating physical attendance on campus.
- Remind employees of preventative measures such as:
 - Wash hands regularly with soap and water or use a hand sanitizer when handwashing is not possible.
 - Avoid touching face, mouth and nose with unwashed hands.
 - Practice social distancing.
 - Disinfect work and personal items that are handled regularly such as cell phones, laptops, telephone, etc.
 - Discourage workers from using other employees' phones, workspaces, offices, tools, etc.
 - Stay home is not feeling well.
 - Focus on personal health and well-being. Identify healthy ways to manage stress and anxiety (e.g. go for a walk during break and at lunch time).
 - Use Microsoft Teams and e-mail rather than face to face meetings.
 - If face to face meetings are required, ensure the 2-meter social distancing guideline from Health Canada.
- Ensure that employees have access to hand sanitizer (minimum 60% alcohol content) and that highly touched surfaces are sanitized regularly.
- Encourage employees to report immediately any concerns that they may have regarding COVID-19. Workers have the right to refuse work if they believe there is a dangerous condition in the workplace, or their duties present a danger to their health and safety. Supervisors are reminded to take reasonable steps to address safety concerns brought to their attention. Immediately contact safety@uwindsor.ca to report incidents, work hazards and work refusals.

Stay Updated and Prepare for the Transition

Managers/supervisors are encouraged to:

- Check the [University of Windsor Coronavirus website](#) regularly for updates and information.
- Develop a plan to support the transition back to full operation.
- Identify activities to support team building as employees who are working remotely, transition back to campus.

For Questions

Should you have questions regarding this communication, please contact Ms. Gerri Pacecca, Executive Assistant to the Vice-President, Human Resources at extension 2059 or via e-mail to mimma@uwindsor.ca.

Please direct specific inquiries to the following members of the Department of Human Resources:

Health & Safety Related Matters

Lisa Kiritsis, Manager, Occupational Health & Safety

Ext: 4547, kiritsis@uwindsor.ca or safety@uwindsor.ca

Academic and Staff Labour and Employee Relations Matters

Academic Labour Relations

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